

# World Trade Center Health Program

## New Survivor Clinic: William Street Clinic



The World Trade Center (WTC) Health Program provides medical monitoring and treatment for “responders” to the 9/11 terror attacks in New York City, the Pentagon and the plane crash site in Shanksville, Pennsylvania; as well as “survivors” who were in the 9/11 New York City disaster area.

Beginning in mid-2017, the WTC Health Program (“Program”) began to see an increased number of individuals seeking enrollment in the Program as survivors and the increased enrollment gradually exceeded existing capacity for timely evaluation. In response, the Program is launching a new clinic to expand capacity for survivor evaluation and care. The new clinic will be located at 156 William Street in Lower Manhattan. The William Street Clinic will be operated by Logistics Health Incorporated (LHI), who also treats survivors in the Nationwide Provider Network. The clinic will provide initial health evaluations, requests for health condition certification, benefits counseling, and for those survivors who receive certification (approval) for a WTC-related health condition, treatment referrals, and care coordination. We expect the clinic to begin operations in late August 2018.

Members will be contacted either by phone or mail when they have been assigned to a clinic (either the new William Street Clinic or the existing Survivor Clinical Center of Excellence (CCE), New York City Health + Hospitals (H+H)) and it is time to schedule an appointment. If there are members who have a serious health condition, such as cancer or interstitial lung disease, that they believe is related to their 9/11 exposures, and they are currently in need of treatment for these conditions, please have the member contact the WTC Health Program Call Center at 1-888-982-4748 to request expediting their appointment.

Separate from the WTC Health Program, the September 11<sup>th</sup> Victim Compensation Fund (VCF), administered by the U.S. Department of Justice (DOJ), provides financial compensation for those who were physically harmed or killed and who meet the VCF’s eligibility criteria. In 2017, the VCF began requiring applicants be enrolled in the WTC Health Program to improve consistency and efficiency between the two programs.

Below you will find additional information about the new William Street Clinic:

### What is the William Street Clinic?

The William Street Clinic is a new clinic to provide enrolled survivors initial health evaluations and coordinate care for survivors to get treatment for approved (“certified”) conditions with WTC providers in the New York metropolitan area. The clinic will be operated by Logistics Health Incorporated (LHI), who also treats survivors in the Nationwide Provider Network.

### Where is the new clinic?

The new clinic is in Lower Manhattan at 156 William Street in the Downtown Medical Building.

### When will the William Street Clinic open?

We anticipate the William Street Clinic opening in late August 2018.

### When will my constituent or client be able to make an appointment?

It is our intention to have everyone scheduled for an initial health evaluation, but not all will be completed, by the end of 2018. Members will be contacted either by phone or mail when they have been assigned to a clinic (either the William Street Clinic or H+H) and it is time for them to schedule an appointment. We have been working hard to triage members with a WTC-related health condition in need of treatment and we will continue this practice. Otherwise, appointments will be provided in order of the date of program enrollment. Therefore, members who have been waiting the longest will be scheduled first. If a member needs medical care for a serious health condition, such as cancer or interstitial lung disease, they should contact the WTC Health Program Call Center at 1-888-982-4748 to request expediting their appointment.

For members seeking health condition certification to support a compensation claim with the September 11<sup>th</sup> Victim Compensation Fund (VCF), administered by the Department of Justice (DOJ), we are working closely with the VCF and they are aware of the delay for appointments, as well as our actions and timeline to address the delay.

### Why is there such a long wait for an initial health evaluation?

The WTC Health Program has seen a significant increase in enrollment, particularly in the survivor population, over the last year. Possible reasons for the increased interest in the Program may include ongoing outreach efforts by the WTC Health Program and others, along with the VCF's change in policy that now requires VCF claimants be enrolled and certified by the WTC Health Program in order to receive VCF compensation.

### How will opening the William Street Clinic help with the delays?

The new clinic will be able to see about 375 members for initial health evaluations in the first 30 days, and then will increase to approximately 750 members a month. The William Street Clinic capacity is in addition to capacity at the existing NYC Survivor Program at NYC Health + Hospitals (H+H). We are also continually working with H+H to increase their capacity across their three locations at Bellevue, Gouverneur, and Elmhurst.

### Is the new clinic the same as a Clinical Center of Excellence?

No. The William Street Clinic is not a Clinical Center of Excellence (CCE) but the providers there will be medical experts familiar with the WTC Health Program, 9/11 exposures, and WTC-related health conditions. They will be able to complete initial health evaluations and request certifications from the Program in the same manner as a CCE. Like the services offered at a CCE, the new clinic will provide benefits counseling and care coordination services. However, members will be referred to providers in a Program-affiliated provider network in the New York metropolitan area to receive treatment for health conditions that are approved ("certified") for Program coverage.

### Is the new clinic permanent?

The new clinic is being opened to handle the increase of new survivor enrollees over the last year. We expect the clinic will operate for two years and, at that time, the WTC Health Program will assess if there is an ongoing need for the William Street Clinic. If the Program decides to close the William Street Clinic, we will transfer assigned members to a CCE to ensure treatment services and other program services are not disrupted.

### Can a member choose whether they want to go to the William Street Clinic or H+H?

No. In order to maximize efficiency and to ensure that all members are seen in a timely manner, the Program will assign members to a clinic based on date of enrollment. All members will receive the same services and high quality care at both the William Street Clinic and NYC Survivors Program at H+H.